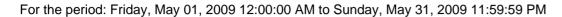
CIT Customer Service Report for the Telecommunications Branch



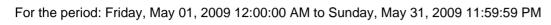


	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
Circuits	0	0	0	12	0	0	0	0	0	12	0
Conferencing	3	0	0	1	0	0	0	2	0	2	7
DELPRO	13	0	0	160	0	0	108	10	0	55	0
General Info	52	0	0	4	0	0	4	37	0	15	5
New Request/Termination	22	0	0	2	0	0	5	1	0	18	3
Phones/Accessories	33	0	0	14	0	0	9	21	0	17	4
Repair	8	0	0	1	0	0	2	0	0	7	4
Repairs	79	0	0	448	0	0	15	77	0	435	1
Residential Services	1	0	0	0	0	0	0	0	0	1	5
Training	15	0	0	0	0	0	1	11	0	3	4
TSR	58	0	0	409	0	0	155	58	0	254	1
User Change	3	0	0	0	0	0	0	0	0	3	3
Voice Mail	46	0	0	3	0	0	1	41	0	7	4
Grand Total:	333	0	0	1054	0	0	300	258	0	829	1

Total Tickets Closed: 1087

Total Tickets Assigned/Pending/Checked Out: 300

CIT Customer Service Report for the Telecommunications Branch





Total Tickets Created: 1387